

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Watson, Thomas Michael; Ludwick, Paul W.

For: SYSTEM AND METHOD FOR PROVIDING A CALLER IDENTIFICATION TO A CALLED PARTY FOR CALLS RELAYED THROUGH A CALL CENTER

The specification of which is attached hereto.

**Box Patent Application**  
**Assistant Commissioner for Patents**  
**Washington, D.C. 20231**

**PRELIMINARY AMENDMENT**

Dear Sir:

In the enclosed application please add the following:

**ABSTRACT**

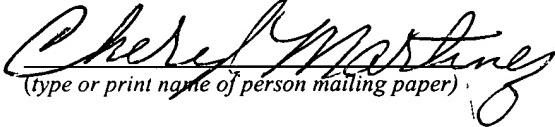
A system for providing a telephone number of a calling party to a called party for calls being handled at a call center. First the call center receives a first call set-up message in a switching system

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Cheryl Martinez  
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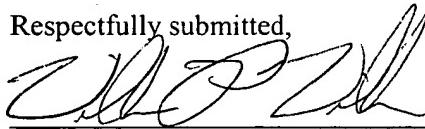
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to set-up an incoming call to a terminal in the call center. The call center then extends the incoming call from the switching system to the terminal. The call center then receives a request in the switching system from the terminal to set-up an outgoing call to a called party. The call center then generates a second call set-up message including an identification of the calling party and transmits the call set-up message to the called party.

Respectfully submitted,



**SIGNATURE OF PRACTITIONER**

**ATTORNEY CONTACT:**

William P. Wilbar, Reg. No. 43,265  
Phone: (303) 379-1100  
Fax: (303) 379-1155

**CORRESPONDENCE ADDRESS:**

**Customer No. 021396**

Attn: Harley R. Ball  
Sprint Law Department  
8140 Ward Parkway  
Mailstop: MOKCMP0506  
Kansas City, Missouri 64114

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